

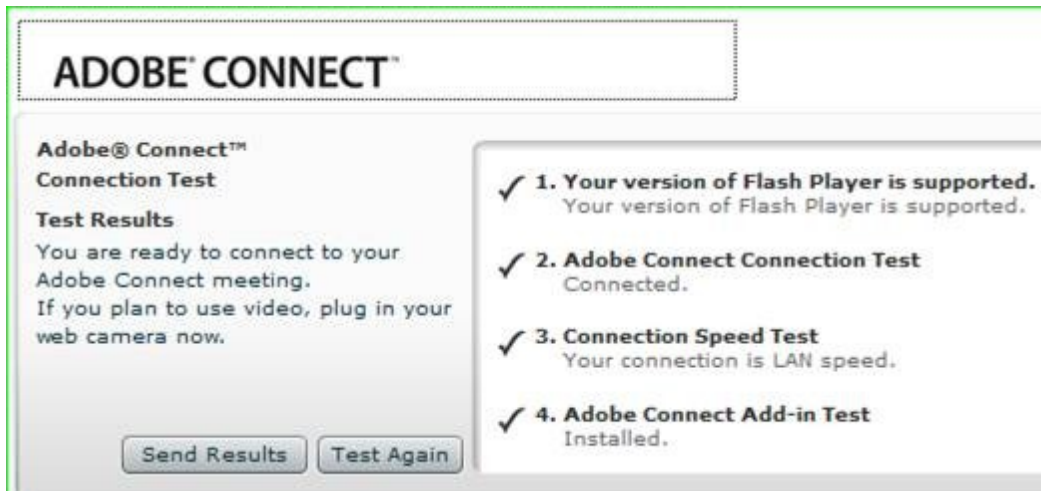
# Meeting Connection Diagnostic

---

Test your computer to make sure you have all the required Adobe add-ins to participate in the meeting before the meeting begins.

[http://webinar.isl.in.gov/common/help/en/support/meeting\\_test.htm](http://webinar.isl.in.gov/common/help/en/support/meeting_test.htm)

This is what it should look like if he passes all the tests:



If you get an error message you will need to choose the “**Send Results**” button, and then click on the **Details** button.

- If you need the latest version of Adobe Flash Player:  
<http://get.adobe.com/flashplayer/?promoid=JZEFT>
- If you are unable to connect to Adobe: try adding the following URL’s as exceptions to your firewall filter: **webinar.isl.in.gov**, and **adobe.com**.

## Sound Issues

---

### No Sound

- Once the meeting starts if you don't have any sound, check the volume on your computer, or speakers to make sure that the sound is not muted, and the volume is turned up.
- In the top Nav bar of the Adobe connect meeting room choose the drop down menu next to the green speaker icon and make sure your speakers are unmuted. If your speakers are muted you will need to choose “Unmute My Speakers”

### Echo

- Click on the green microphone on the top nav bar, from the drop down menu choose "Mute my microphone"
- Log out of the meeting and back in again you could have two sessions running simultaneously.

**Audio Cutting In & Out**

Audio that is choppy or cutting in and out is caused by a network connection issues. If this is a global issue there will be an announcement made and everyone will be experiencing the same issue. If this is not a system wide issue it means you are having a connectivity issue from your location. Unfortunately we will be unable to resolve the issue from our end; you will need to work with your IT staff for possible resolutions.

From experience we have learned that multiple users signed into an Adobe Webinar can cause audio issues, depending on your bandwidth, system capacity, and system load. If you suspect you are having bandwidth issues you can limit the number of users logged into the Webinar from your location to see if that improves the audio.

\*If you are unable to resolve the issue and the meeting is being recorded you will have the ability to listen to the meeting at a later date.

**Contact Adobe Connect**

If you are still unable to hear the audio portion of the webinar after you have done all the above steps, others can hear the audio, and ISL has confirmed there is no technical issue, it would indicate there is an issue on your end. At this point you will need to contact Adobe directly for assistance in resolve the issue.

Adobe Connect In-Meeting Support  
800-42-ADOBE (800-422-3623)

ISL Technical Support:  
317-232-3720